National Aeronautics and
Space Administration

NASA Shared Services Center
Stennis Space Center, MS
39529-6000
www.nssc.nasa.gov

NASA Shared Services Center Service Delivery Guide

NSSC-HR-SDG-0037 Basic

Effective Date: **March 17, 2008**
Expiration Date: **March 17, 2013**

Processing of Training Notices for Internal NASA and Center Training (Internal Training)

Responsible Office: Human Resources Department

NSSC Service Delivery Guide	NSSC-HR-SDG-0037 Basic	
	Number	
	Effective Date:	March 17, 2008
	Expiration Date:	March 17, 2013
	Page 2 of 20	
Responsible Office: Human Resources		
SUBJECT: Processing of Training Notices for Internal NASA and Center Training (Internal Training)		

Approved by

<u>Kenneth L. Newton</u>
Joyce M. Short
Deputy Director

<u>April 1, 2008</u>
Date

NSSC Service Delivery Guide	NSSC-HR-SDG-0037　Basic
	Number
	Effective Date:　March 17, 2008
	Expiration Date:　March 17, 2013
	Page 3 of 20
Responsible Office: Human Resources	
SUBJECT: Processing of Training Notices for Internal NASA and Center Training (Internal Training)	

DOCUMENT HISTORY LOG

Status (Basic/Revision Cancelled)	Document Version	Effective Date	Description of Change
Basic	Basic	3/17/08	Basic Release

NSSC Service Delivery Guide	NSSC-HR-SDG-0037 Basic
	Number
	Effective Date: March 17, 2008
	Expiration Date: March 17, 2013
	Page 4 of 20

Responsible Office: Human Resources

SUBJECT: Processing of Training Notices for Internal NASA and Center Training (Internal Training)

TABLE OF CONTENTS

APPENDICES

NSSC Service Delivery Guide	NSSC-HR-SDG-0037 Basic	
	Number	
	Effective Date:	March 17, 2008
	Expiration Date:	March 17, 2013
	Page 5 of 20	
Responsible Office: Human Resources		
SUBJECT: Processing of Training Notices for Internal NASA and Center Training (Internal Training)		

Processing of Training Notices for Internal NASA and Center Training (Internal Training)
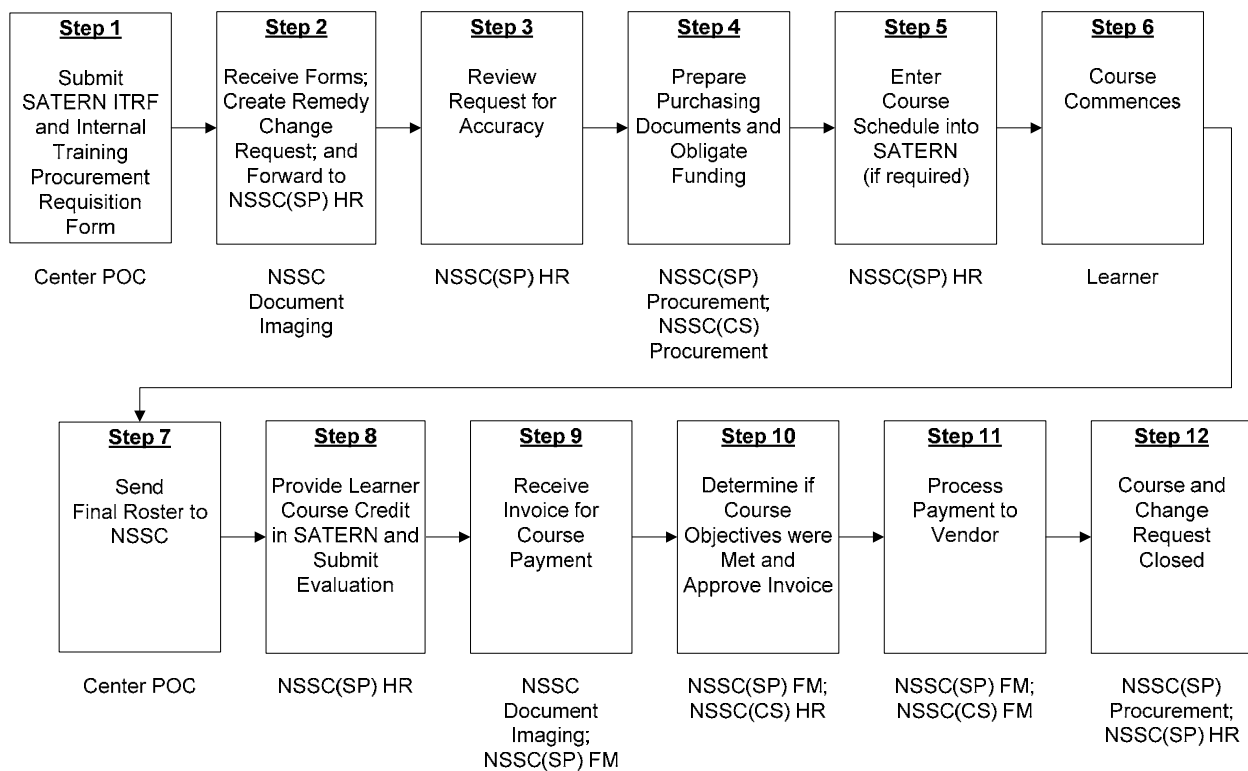
Introduction

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) will assume responsibility for the procurement and voucher payment of Internal Training purchases (i.e., training requiring an instructor to provide instruction at one of the NASA Centers). The NSSC Service Provider (SP) will be tasked with entering the course information into SATERN for advertisement, providing learners with course evaluations, providing completed SATERN report to Center Point of Contact (POC) upon request, soliciting vendor proposals, assembling procurement files for approval, distributing award documents, and maintaining an online database of internal procurements. The NSSC Civil Servant (CS) will have the responsibility of approving procurement documentation, executing award documents, and making payment.

NSSC Service Delivery Guide	NSSC-HR-SDG-0037 Basic
	Number
	Effective Date: March 17, 2008
	Expiration Date: March 17, 2013
	Page 6 of 20
Responsible Office: Human Resources	
SUBJECT: Processing of Training Notices for Internal NASA and Center Training (Internal Training)	

PROCESS 1– DATA ENTRY AND PROCUREMENT

Step 1
Submit SATERN ITRF and Internal Training Procurement Requisition Form
Center POC

Step 2
Receive Forms; Create Remedy Change Request; and Forward to NSSC(SP) HR
NSSC Document Imaging

Step 3
Review Request for Accuracy
NSSC(SP) HR

Step 4
Prepare Purchasing Documents and Obligate Funding
NSSC(SP) Procurement; NSSC(CS) Procurement

Step 5
Enter Course Schedule into SATERN (if required)
NSSC(SP) HR

Step 6
Course Commences
Learner

Step 7
Send Final Roster to NSSC
Center POC

Step 8
Provide Learner Course Credit in SATERN and Submit Evaluation
NSSC(SP) HR

Step 9
Receive Invoice for Course Payment
NSSC Document Imaging; NSSC(SP) FM

Step 10
Determine if Course Objectives were Met and Approve Invoice
NSSC(SP) FM; NSSC(CS) HR

Step 11
Process Payment to Vendor
NSSC(SP) FM; NSSC(CS) FM

Step 12
Course and Change Request Closed
NSSC(SP) Procurement; NSSC(SP) HR

Responsible Office: Human Resources

SUBJECT: Processing of Training Notices for Internal NASA and Center Training (Internal Training)

Roles & Responsibilities

Process 1 – Data Entry and Procurement		
Roles and Responsibilities	Action	Tips/Notes
Step 1 **Center POC** Submit SATERN ITRF and Internal Training Procurement Requisition Form	Completes SATERN Internal Training Request Form (ITRF) and the Internal Training Procurement Requisition form and submits both to NSSC. **Output:** Completed ITRF and Internal Training Procurement Requisition form and submitted to NSSC	Form can be submitted via fax (using Form 27 as a cover sheet) or e-mailed to NSSC Document Imaging [fax: 1-866-779-NSSC (1-866-779-6772); e-mail: nssc-contactcenter@nasa.gov] If request is for an immediate purchase and course does not need to be advertised, Center should only submit the Internal Training Procurement Requisition form. If request is for an immediate purchase order and course needs to be advertised, NSSC(SP) Procurement will forward to NSSC(SP) Human Resources (HR) after purchase.
Step 2 **NSSC Document Imaging** Receive Forms; Create Remedy Change Request; and Forward to NSSC(SP) HR	Receives forms from Center POC; creates a Remedy Change Request; and forwards to NSSC(SP) HR. **Output:** Created Remedy Change Request and forwarded with forms to NSSC(SP) HR	

NSSC Service Delivery Guide	NSSC-HR-SDG-0037 Basic	
	Number	
	Effective Date:	March 17, 2008
	Expiration Date:	March 17, 2013
		Page 8 of 20
Responsible Office: Human Resources		
SUBJECT: Processing of Training Notices for Internal NASA and Center Training (Internal Training)		

Process 1 – Data Entry and Procurement		
Roles and Responsibilities	**Action**	**Tips/Notes**
Step 3 **NSSC(SP) HR** Review Request for Accuracy	Reviews Internal Training forms for accuracy and forwards to NSSC(SP) Procurement for processing. (If the forms arrive from Center POC separately, then only the Internal Training Procurement Requisition form is forwarded to NSSC(SP) Procurement.) **Output:** Reviewed ITRF and Internal Training Procurement Requisition form and forwarded to NSSC(SP) Procurement	If forms are incomplete, NSSC(SP) HR and Procurement will contact Center POC to request corrections and clarifications. Center may have to submit modifications if necessary.
Step 4 **NSSC(SP) Procurement** **NSSC(CS) Procurement** Prepare Purchasing Documents and Obligate Funding	NSSC(SP) Procurement receives a notice via Remedy that an Internal Training Procurement Requisition form was submitted to NSSC(SP) HR, has been processed, and is now ready for purchase. NSSC(SP) Procurement will assure that documents needed to start the procurement process are provided. NSSC(SP) Procurement assembles a standard procurement file and checklist, reviews Single/Sole Source Justification, and publishes synopsis or request for quotes, if required. NSSC(SP) Procurement will provide quotes to Center POC for technical evaluation. NSSC(CS) Procurement reviews the procurement file and signs the award document. NSSC(SP) Procurement enters award document information into Integrated Enterprise Management (IEM) using outside buyer role and then distributes the award document to vendor. NSSC(SP) Procurement notifies NSSC(SP) HR via a Remedy ticket that procurement has been made. NSSC(SP) Procurement purchasing data will be accessible real time on the training purchases status Web site. **Output:** Award document	Internal Training Procurement Requisition form will be attached to Remedy ticket and sent to NSSC(SP) Procurement from NSSC(SP) HR. Synopsis will be published on Fedbizopps.gov for training purchases over $25,000. NSSC(SP) Procurement will provide the vendor with Center POCs to coordinate course logistics, technical aspects of the course, and Center welcome packages. Copies of award document are also sent to Center POC and Requester of training, if different. Status Web site is located at http://trainingpurchases.nssc.nasa.gov/.

Responsible Office: Human Resources		

SUBJECT: Processing of Training Notices for Internal NASA and Center Training (Internal Training)

Process 1 – Data Entry and Procurement		
Roles and Responsibilities	**Action**	**Tips/Notes**
Step 5 **NSSC(SP) HR** Enter Course Schedule into SATERN (if required)	Creates item and a scheduled offering, entering information obtained from the ITRF. NSSC will notify Center POC of course offering publication in SATERN. **Output:** Course offering scheduled in SATERN	Scheduled Offering will be created in SATERN.
Step 6 **Learner** Course Commences	Learner begins course. Course is conducted at Center-appointed designation. Center POC maintains course schedule roster in SATERN. **Output:** Completed course	Center POC is responsible for all logistical support in association with the course. This support includes: clearing instructors through security; coordinating room changes; reserving AV equipment; responding to technical difficulties associated with the room or equipment (e.g., computer failures, etc.); coordinating accommodations for handicapped attendees; coordinating the room setup; and receiving and distributing course material. All course roster changes will be made by the Center POC. Any modifications required for course should be sent to the NSSC via Form 27.
Step 7 **Center POC** Send Final Roster to NSSC	Performs course close out process (external to SATERN), updating paper roster to include attendees who were not on original class roster. Center POC sends signed roster to the NSSC(SP) to close out course. **Output:** Roster	The roster should be faxed to NSSC using Form 27 as the cover sheet.

Responsible Office: Human Resources		
SUBJECT: Processing of Training Notices for Internal NASA and Center Training (Internal Training)		

Process 1 – Data Entry and Procurement		
Roles and Responsibilities	**Action**	**Tips/Notes**
Step 8 **NSSC(SP) HR** Provide Learner Course Credit in SATERN and Submit Evaluation	Provides Learners with course completion in SATERN upon receipt of the final course roster. Creates evaluation using Inquisite and enters Learner information into tool. Inquisite sends e-mails to Learners requesting completion of evaluation. Receives evaluations from Learners. **Output:** Course completion credit and course evaluation	Centers will continue to use their current evaluations until an Agency standard is agreed upon. Once a standard is agreed upon, NSSC will be responsible for sending out an evaluation and maintaining the responses. NSSC will provide regular and recurring evaluation reports to the Center POC. Frequency of reports to be decided on once Agency evaluation standard is approved.
Step 9 **NSSC Document Imaging** **NSSC(SP) FM** Receive Invoice for Course Payment	Vendor sends the invoice to NSSC Document Imaging for payment. NSSC Document Imaging assigns invoice to NSSC(SP) Financial Management (FM) Accounts Payable (AP) via Remedy. NSSC(SP) FM retrieves invoice from Remedy and performs initial checks. If the SAP vendor master needs updating, submit an IEM Service Request to the Competency Center for updating. If the invoice does not meet the requirements of the Prompt Payment Act, the Vendor Payment Processor (VPP) is responsible for ensuring that the invoice is returned to the vendor within 7 days of receipt, accompanied by a letter detailing the deficiencies of the invoice. **Output:** Submittal of invoice, assignment of invoice to FM, acceptance of invoice	All invoices should go through NSSC Document Imaging. Official date for payment is the NSSC Document Imaging date and time stamp.

Responsible Office: Human Resources

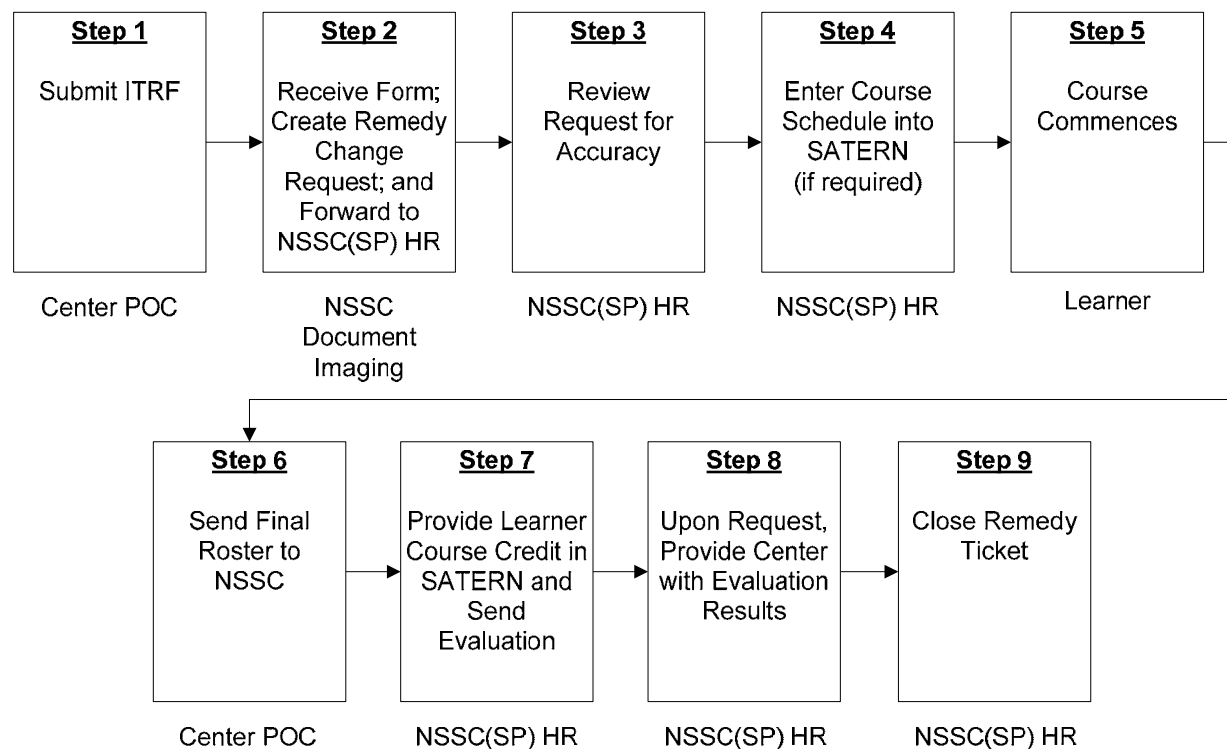**SUBJECT: Processing of Training Notices for Internal NASA and Center Training (Internal Training)**

Process 1 – Data Entry and Procurement		
Roles and Responsibilities	Action	Tips/Notes
Step 10 **NSSC(SP) FM** **NSSC(CS) HR** Determine if Course Objectives were Met and Approve Invoice	NSSC(SP) FM sends invoice to NSSC(CS) HR for approval. NSSC(CS) HR sends the approved invoice to NSSC(SP) FM VPP. **Output:** Approval of invoice	NSSC(CS) HR will contact the Center POC after the course ends to ensure course was satisfactory and payment to the vendor is appropriate. NSSC(CS) HR will also contact NSSC(CS) Procurement if there is a price difference on the invoice.
Step 11 **NSSC(SP) FM** **NSSC(CS) FM** Process Payment to Vendor	NSSC(SP) FM posts and creates payment proposal in SAP for all approved invoices. NSSC(CS) FM creates payment run in SAP and obtains a schedule number in SAP. NSSC(CS) FM certifies payment in Treasury. **Output:** Completed vendor payment proposal, payment run created, payment is certified for payment and vendor receives payment	
Step 12 **NSSC(SP) Procurement** **NSSC(SP) HR** Course and Change Request Closed	After completion, NSSC(SP) Procurement sends Change Request to NSSC(SP) HR to verify in SATERN. NSSC(SP) HR closes course and closes Remedy Change Request. **Output:** Closed Course and Remedy Change Request	

NSSC Service Delivery Guide	NSSC-HR-SDG-0037 Basic
	Number
	Effective Date: March 17, 2008
	Expiration Date: March 17, 2013
	Page 12 of 20

Responsible Office: Human Resources
SUBJECT: Processing of Training Notices for Internal NASA and Center Training (Internal Training)

PROCESS 2–DATA ENTRY ONLY

Step 1 Submit ITRF	**Step 2** Receive Form; Create Remedy Change Request; and Forward to NSSC(SP) HR	**Step 3** Review Request for Accuracy	**Step 4** Enter Course Schedule into SATERN (if required)	**Step 5** Course Commences
Center POC	NSSC Document Imaging	NSSC(SP) HR	NSSC(SP) HR	Learner

Step 6 Send Final Roster to NSSC	**Step 7** Provide Learner Course Credit in SATERN and Send Evaluation	**Step 8** Upon Request, Provide Center with Evaluation Results	**Step 9** Close Remedy Ticket
Center POC	NSSC(SP) HR	NSSC(SP) HR	NSSC(SP) HR

Roles & Responsibilities

Process 2 – Data Entry Only		
Roles and Responsibilities	Action	Tips/Notes
Step 1 **Center POC** Submit ITRF	Completes SATERN ITRF and submits to NSSC. **Output:** Internal Training Request form	Form can be submitted via fax (using Form 27 as a cover sheet) or e-mailed to NSSC Document Imaging [Fax: 1-866-779-NSSC (1-866-779-6772); e-mail: nssc-contactcenter@nasa.gov]

NSSC Service Delivery Guide	NSSC-HR-SDG-0037 Basic
	Number
	Effective Date: March 17, 2008
	Expiration Date: March 17, 2013
	Page 13 of 20

Responsible Office: Human Resources

SUBJECT: Processing of Training Notices for Internal NASA and Center Training (Internal Training)

Process 2 – Data Entry Only		
Roles and Responsibilities	Action	Tips/Notes
Step 2 **NSSC Document Imaging** Receive Form; Create Remedy Change Request; and Forward to NSSC(SP) HR	Receives form from Center POC; creates a Remedy Change Request; and forwards to NSSC(SP) HR. **Output:** Created Remedy Change Request and forwarded with forms to NSSC(SP) HR	
Step 3 **NSSC(SP) HR** Review Request for Accuracy	Reviews Internal Training forms for accuracy. **Output:** Completed Internal Training Request form	If forms are incomplete, NSSC(SP) HR will contact Center POC to request corrections and clarifications. Center may have to submit modifications if necessary.
Step 4 **NSSC(SP) HR** Enter Course Schedule into SATERN (if required)	Creates item and scheduled offering, entering information obtained from the ITRF. NSSC notifies Center POC of course offering publication in SATERN. **Output:** Course offering scheduled in SATERN	Scheduled Offering will be created in SATERN.
Step 5 **Learner** Course Commences	Learner begins course. Course is conducted at Center-appointed designation. Center POC maintains course schedule roster in SATERN. **Output:** Completed course	Center POC is responsible for all logistical support in association with the course. This support includes: Clearing instructors through security; coordinating room changes; AV equipment reservations; responding to technical difficulties associated with the room or equipment (e.g., computer failures, etc.); coordinating accommodations for handicapped attendees; coordinating the room setup; and

NSSC Service Delivery Guide	NSSC-HR-SDG-0037 Basic	
	Number	
	Effective Date:	March 17, 2008
	Expiration Date:	March 17, 2013
	Page 14 of 20	

Responsible Office: Human Resources

SUBJECT: Processing of Training Notices for Internal NASA and Center Training (Internal Training)

Process 2 – Data Entry Only		
Roles and Responsibilities	Action	Tips/Notes
		receiving and distributing course material. All course roster changes will be made by the Center POC. Any modifications required for course should be sent to the NSSC via Form 27.
Step 6 **Center POC** Send Final Roster to NSSC	Performs course close out process (external to SATERN), updating paper roster to include attendees which were not on original class roster. Center POC sends signed roster to the NSSC(SP) to close out course. **Output:** Roster	The roster should be faxed to NSSC using Form 27 as the cover sheet.
Step 7 **NSSC(SP) HR** Provide Learner Course Credit in SATERN and Send Evaluation	NSSC provides Learners with course completion in SATERN upon receipt of the final course roster. NSSC Creates evaluation using Inquisite, enters learner information into tool. Inquisite sends e-mails to Learners requesting completion of evaluation. NSSC(SP) HR receives evaluations from Learners. **Output:** Course completion credit and course evaluation	Centers will continue to use their current evaluations until an agency standard is agreed upon. Once a standard is agreed upon, NSSC will be responsible for sending out an evaluation and maintaining the responses.
Step 8 **NSSC(SP) HR** Upon Request, Provide Center with Evaluation Results	NSSC provides regular and recurring evaluation reports to the Center POC. **Output:** Evaluation reports to Center POC	Frequency of reports to be decided on once agency evaluation standard is approved.
Step 9 **NSSC(SP) HR** Close Remedy Ticket	Once completion is granted, NSSC(SP) HR makes final notations and closes Remedy Change Request. **Output:** Closed Remedy Change Request	

Responsible Office: Human Resources
SUBJECT: Processing of Training Notices for Internal NASA and Center Training (Internal Training)

METRICS

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC(SP) HR	Course offering input into SATERN and Learner-provided credit for course completion.	Center Training Office	98% of training data shall be entered accurately within 7 business days of receipt and none to exceed 10 business days.
NSSC(SP) Procurement NSSC(CS) Procurement	Procurement of internal training purchase and dispersing of award document.	Center Training Office, Vendor	90% of award packages costing between $0-$25,000 are prepared for Contracting Officer's action and signature within 7 calendar days of receipt of the complete purchase request; none to exceed 10 calendar days. 90% of award packages costing between $25,001 and $100,000 are prepared for Contracting Officer's action and signature within 25 calendar days of receipt of the complete purchase request; none to exceed 30 calendar days. 90% of award packages costing over $100,000 are prepared for Contracting Officer's action and signature within 35 calendar days of receipt of the complete purchase request; none to exceed 45 calendar days.

NSSC Service Delivery Guide	NSSC-HR-SDG-0037 Basic
	Number
	Effective Date: March 17, 2008
	Expiration Date: March 17, 2013
	Page 16 of 20
Responsible Office: Human Resources	
SUBJECT: Processing of Training Notices for Internal NASA and Center Training (Internal Training)	

PRIVACY DATA

All participants involved must ensure protection of all data covered by the Privacy Act.

Responsible Office: Human Resources	
SUBJECT: Processing of Training Notices for Internal NASA and Center Training (Internal Training)	

SYSTEM COMPONENTS

Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
IEM/SAP	Integrated financial management system for purchase requisition generation and payment processing	Outside buyer role for NSSC(SP) Procurement and user roles for NSSC FM AP	SPS, I-View
Excluded Parties List System www.epls.gov	System for identifying debarred individuals and corporations and assuring vendors are in good standing with government	None	None
Remedy	Supports NSSC internal activities, metrics, etc.	User role for NSSC(CS) and NSSC(SP)	None
TechDoc Management System	System creates electronic files from faxes, e-mails, or hard copy documents and is an electronic library	User role for NSSC(SP)	None
NASA Acquisition Internet Service	Variety of Web-based applications used throughout the Agency. Includes: EPS, VPO, and PPDB	Access granted by the NSSC's NAIS superuser	None
SPS	Secure Payment System for certifying payments to Treasury	NSSC FM AP user roles	SAP/IEMP

New Systems

Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
Federal Business Opportunity Web site www.fedbizopps.gov	Web site that hosts solicitations for government contracts over 25,000	User role for NSSC(CS) and NSSC(SP)	None
NASA Training Purchases Status Web site http://trainingpurchases.nssc.nasa.gov/	Web site that hosts procurement data and provides report making capability for training purchases	User role for NSSC(CS) and NSSC(SP)	None

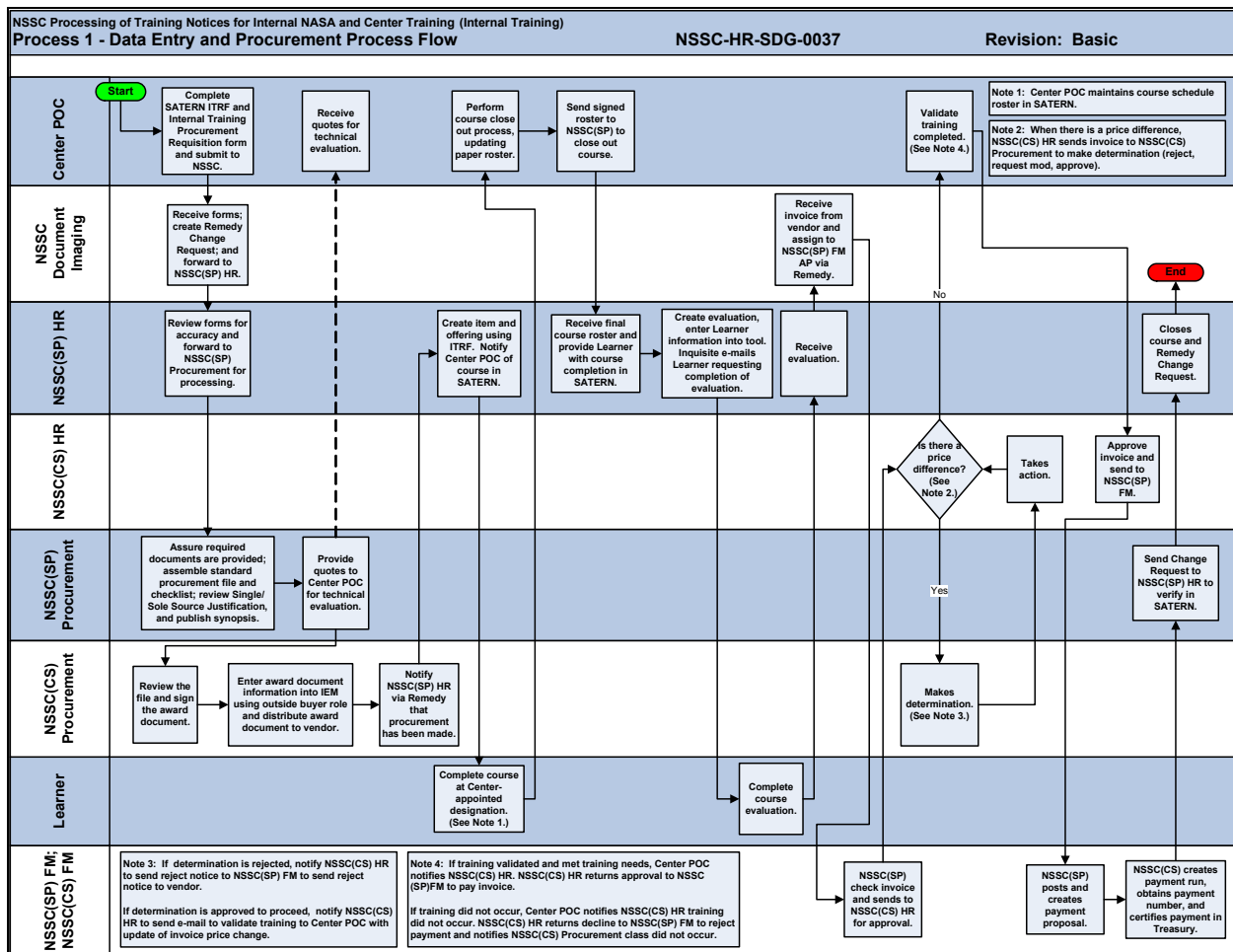| Responsible Office: Human Resources	
SUBJECT: Processing of Training Notices for Internal NASA and Center Training (Internal Training)	

CUSTOMER CONTACT CENTER STRATEGY

The NSSC Customer Contact Center Service Delivery Guide provides details regarding menu positioning, routing, and escalation of inquiries for this activity.

NSSC	NSSC-HR-SDG-0037 Basic
Service Delivery Guide	Number
	Effective Date: March 17, 2008
	Expiration Date: March 17, 2013
	Page 19 of 20

Responsible Office: Human Resources

SUBJECT: Processing of Training Notices for Internal NASA and Center Training (Internal Training)

APPENDICES

Appendix A

NSSC Processing of Training Notices for Internal NASA and Center Training (Internal Training)
Process 1 - Data Entry and Procurement Process Flow   NSSC-HR-SDG-0037   Revision: Basic

Responsible Office: Human Resources

SUBJECT: Processing of Training Notices for Internal NASA and Center Training (Internal Training)

Appendix B

NSSC Processing of Training Notices for Internal NASA and Center Training (Internal Training)
Process 2 - Data Entry Only Process Flow   NSSC-HR-SDG-0037   Revision: Basic